

CALL COMES IN-DETERMINE NATURE OF CALL:			
Scheduler	Front Nurse #49198	Pod Nurse	Referral Nurse
Appointment	Refill/pharmacy questions	Hold and Call reports	Ins referral questions
NPI # request	Nursing questions	Medication prior auth's	Appt prior auth
Specialist phone #	Health questions/concerns	Patient at pharmacy-no order/script	Left name for pt to call back
	"I can't afford my medications"	(zone page)	Office needs records-pt there
	Shot questions		
	Immunization record request		
	Specialist appointment details		
		Med Records #39157	Billing Evelyn 39124
		Release of information (ROI)	Deb 39123 Hope 39122
		Transfer of records	Billing questions
			Copay questions
			Diagnosis codes
Lab #39130	Health Coaches	Secretary #39102	
Lab return calls	Samples (insulin/inhaler)	Sched depositions	
Pre-op	Diabetic education	Payment for MR	
Lab results	HTN, asthma education	Notary	
Xray results	Transition patients	Drug rep info	
xray and lab copies	RX discount cards	Med/NP students	
Critical labs		Physician visits	
Specialist calling w/orders		FMLA/disability	
Machine maintenance ?'s		Vending machines	
		Death certificates	